



Alameda-Contra Costa Transit District

Board of Directors

January 26, 2018

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City of Alameda
2263 Santa Clara Avenue
Alameda, CA 94501

Dear Members of the City of Alameda/AC Transit Inter-Agency Liaison Committee (ILC):

The reliability of AC Transit's service is of utmost importance to me. Recently, several Alameda residents shared with me their concerns about unreliable service, including "no-shows" and mechanical breakdowns, on lines 19, 21, 51A, our Transbay service, and other routes. These experiences and the disruptions they cause to our riders are unacceptable.

Therefore, I have asked the General Manager to take action to improve the reliability of our service in Alameda by:

Board Officers

Michael A. Hursh
General Manager

Denise C. Standridge
General Counsel

Linda A. Nemeroff
District Secretary

- Reviewing our routes to see where any cost-neutral adjustments can be made to improve performance and reliability;
- Enhancing our field supervision efforts to help keep buses on schedule, which includes placing supervisors at the end of lines, at key time points and on board our buses to monitor driver performance and vehicle and road conditions;
- We will also have staff ride the buses to assess the customer experience, validate schedules and identify potential performance improvements; and
- Empowering leadership at our bus divisions to respond to issues on our routes instead of forwarding them to our Operations Control Center in Oakland.

AC Transit is committed to providing excellent service. It is my hope that these actions will help to improve AC Transit's service reliability in Alameda. I have asked the General Manager to report back to me and will update the ILC as the results of our efforts become available.

Sincerely,

Elsa Ortiz, President
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cc: H. E. Christian Peebles, Director At-Large, AC Transit
Michael A. Hursh, General Manager, AC Transit
Salvador Llamas, Chief Operating Officer, AC Transit
Ramakrishna Pochiraju, Executive Director of Planning & Engineering, AC Transit
Robert del Rosario, Director of Service Development & Planning, AC Transit
Steven Jones, External Affairs Representative, AC Transit
Jennifer Ott, Base Reuse Director, City of Alameda
Andrew Thomas, Assistant Community Development Director, City of Alameda
Gail Payne, Transportation Coordinator, City of Alameda